

An aerial, grayscale photograph of the Dubai skyline, featuring the Burj Khalifa as the central focus. The image is partially obscured by a semi-transparent gray overlay on the right side, which contains the text and decorative elements.

SDI 19DXB



REVONIC

High Velocity Service Management.

#SDI19DXB

POP QUIZ

MYTH OR FACT

YOU **MUST** CATEGORIZE TO
THE NTH DEGREE.

MYTH

KEEP IT SIMPLE.





MYTH OR FACT

THERE IS TOO MUCH
RED TAPE.



FACT

THE CHANCES ARE IT'S **TOO**
COMPLICATED.

A decorative graphic consisting of a thick orange line that starts horizontally, then turns diagonally upwards to the right, and a thin grey line that continues the diagonal path from the end of the orange line.

REVONIC

WE ARE
REVONIC
RAISING THE BAR



WE ARE REVONIC

WE ARE AN
EXPERIENCE DESIGN
AGENCY.

REVONIC

DRIVING BUSINESS
PERFORMANCE.



APPROACH

OUR APPROACH.



STRATEGY

Think



DESIGN

Ideate



TECHNOLOGY

Build



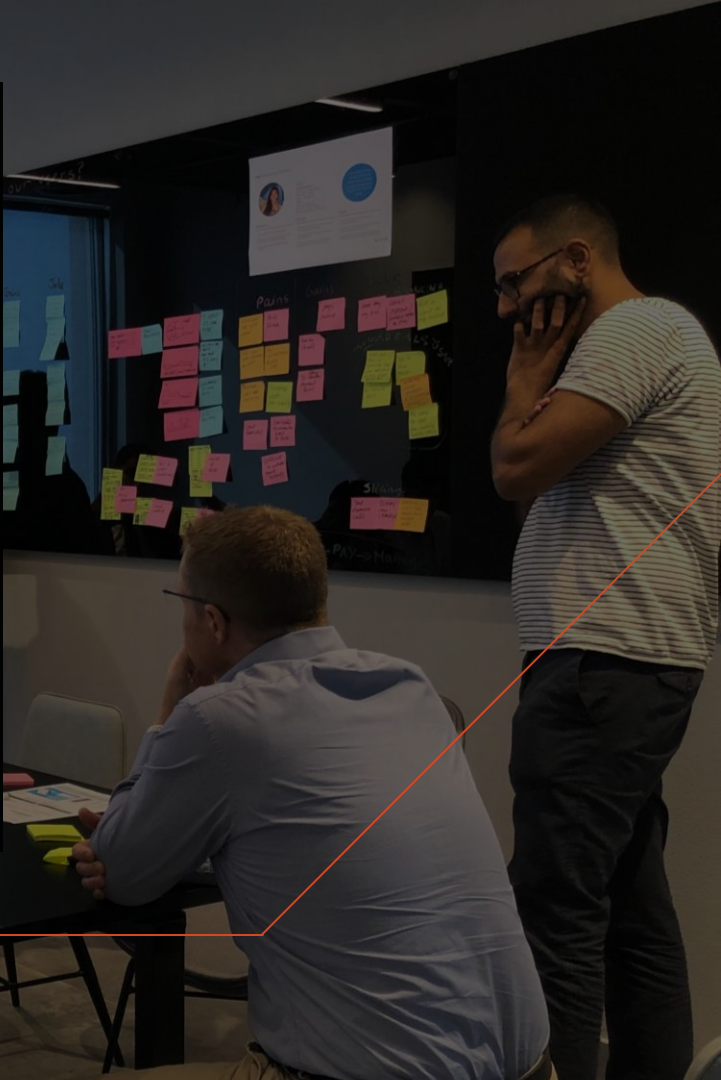
SUPPORT & MAINTENANCE

Evolve

OUR CLIENTS.

REVONIC

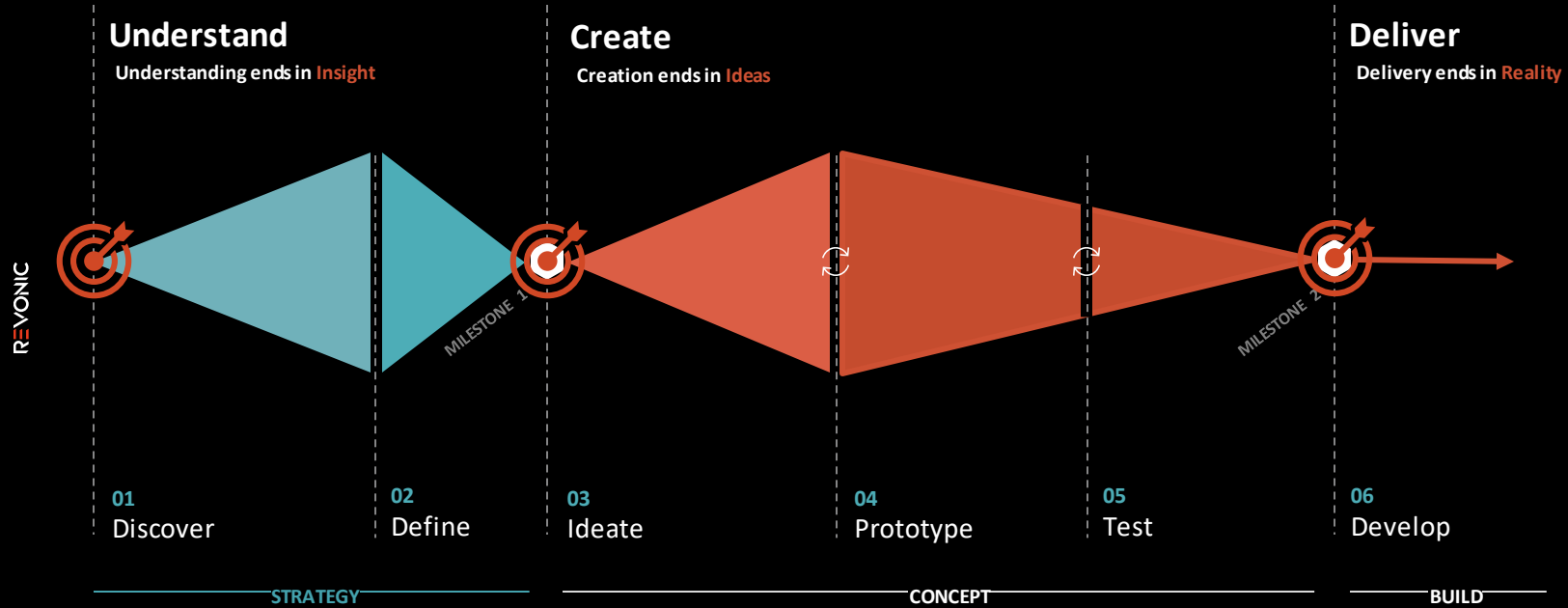




LET'S **DEPLOY** INTO PRODUCTION.

CHANGE

DESIGN THINKING PROCESS.



WHAT HAPPENS NOW?

Service and Enhance

Effective and efficient support services equals **Customer satisfaction**

REVONIC

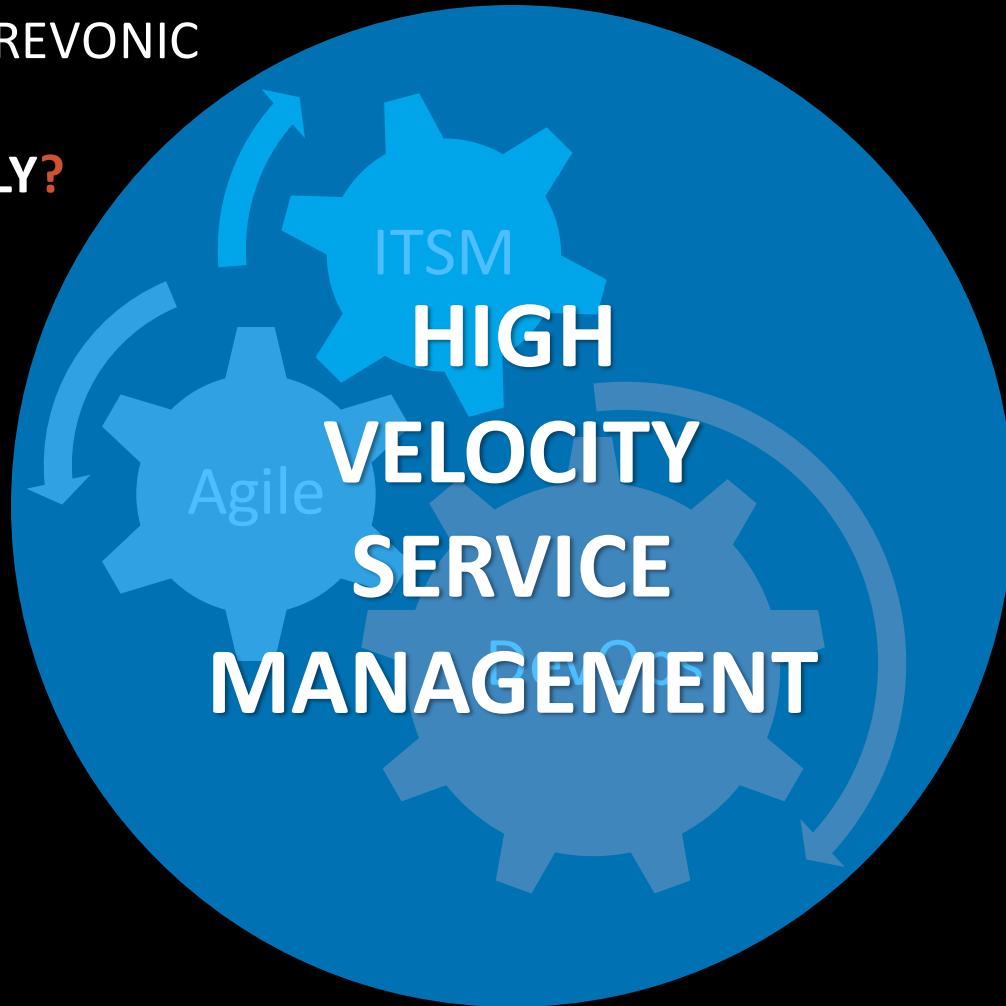


07

Continual Service Improvement

————— SUPPORT AND MAINTENANCE UNDERPINNED WITH IT SERVICE MANAGEMENT —————

WHAT ARE REVONIC
DOING
DIFFERENTLY?



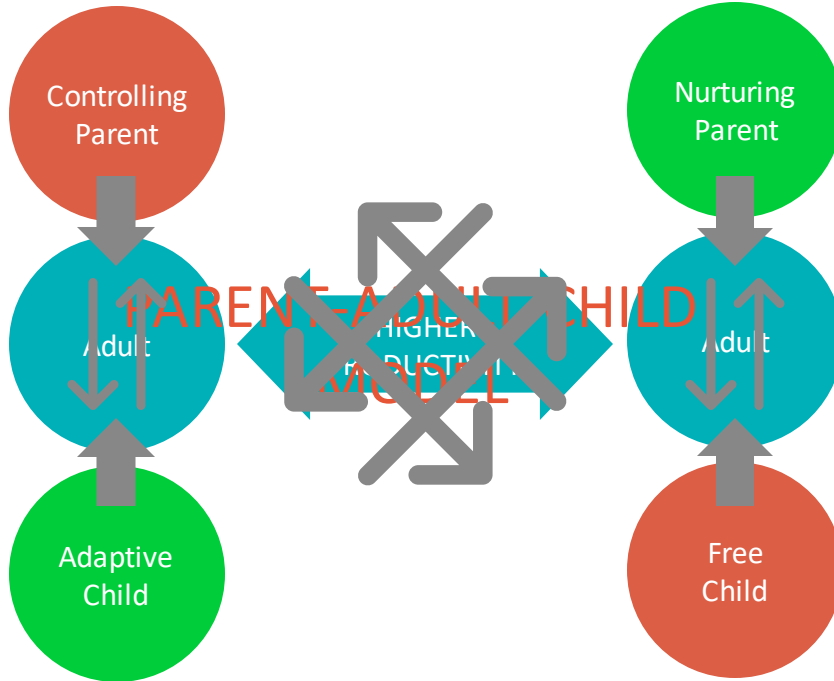
CHANGE THE
MINDSET AND CULTURE.

REVONIC



TRANSACTIONAL ANALYSIS.

REVONIC



CRUCIAL
CONVERSATIONS



WHAT IS A CRUCIAL CONVERSATION?

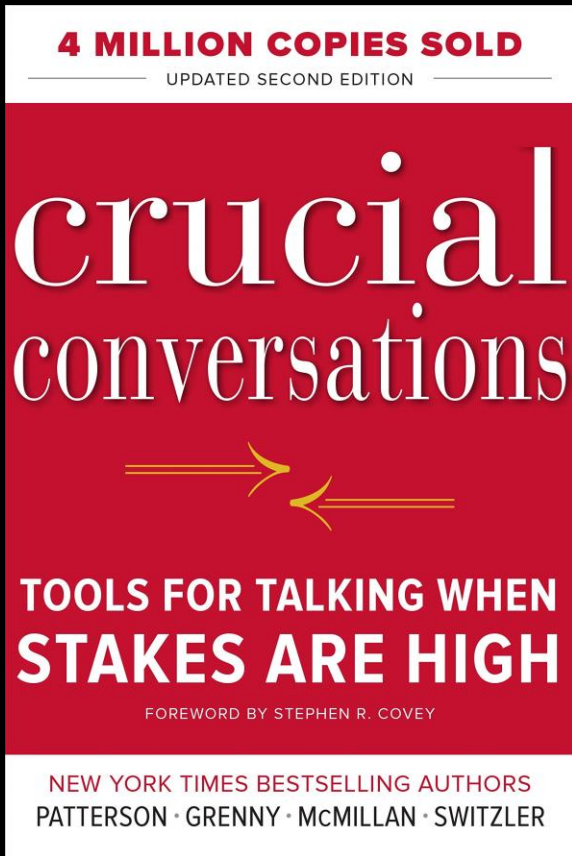


SEVEN POINT STRATEGY.



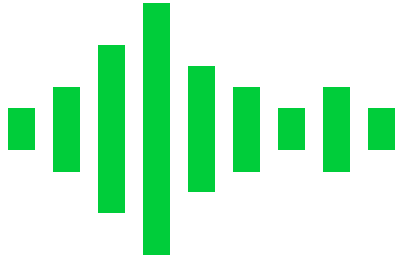
MY RECOMMENDATION.

REVONIC



HOW DO YOU CHANGE?

REVONIC



LISTEN



RESPECT



EMPOWER

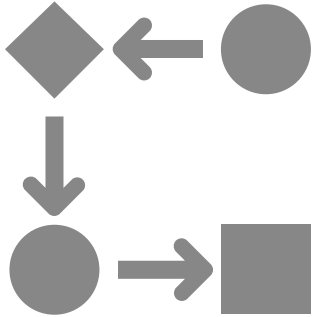
DIGITAL TRANSFORMATION.

REVONIC



EFFICIENCY VIA AUTOMATION.

REVONIC



PROCESS AND PROCEDURE

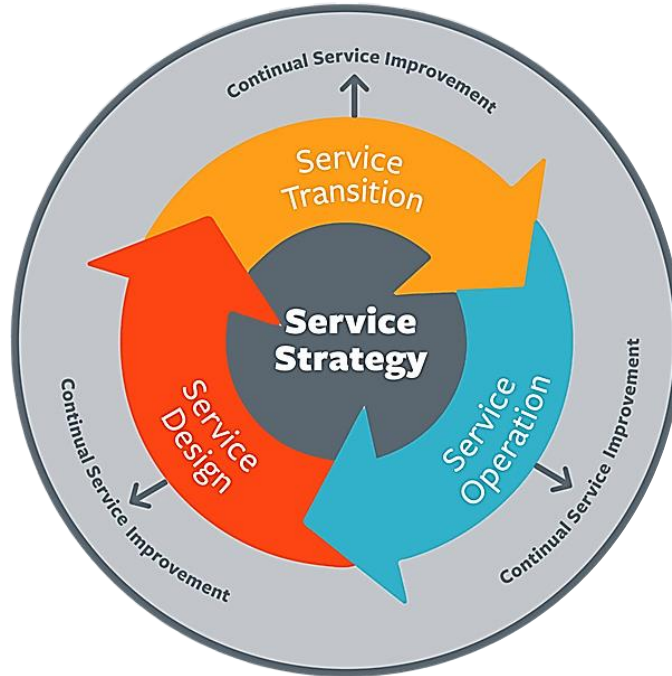


THE RIGHT TOOLS

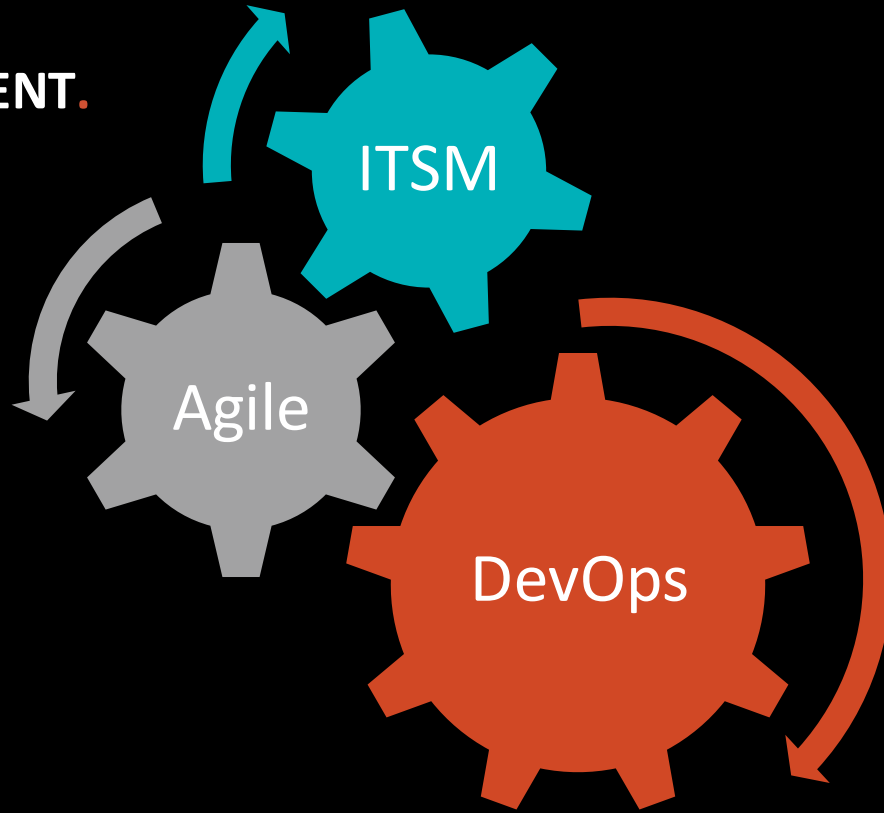


CROSS TRAINING

CONTINUAL SERVICE IMPROVEMENT.

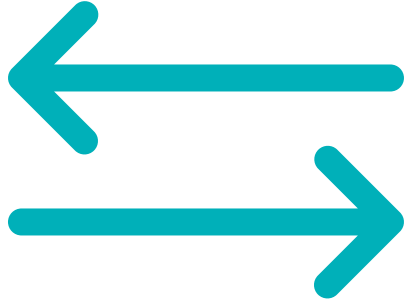


HIGH VELOCITY
SERVICE
MANAGEMENT.



IN SUMMARY.

REVONIC



CHANGE



TRANSACTIONAL ANALYSIS



CRUCIAL CONVERSATIONS

SUPPORT TEAM.



THANK
YOU.



✉ ruman@revonic.com
☎ +971 58 501 8680
🌐 www.revonic.com